

PERSON SPECIFICATION: Triage Officer

POST REFERENCE: 108273

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.

REQUIREMENTS	ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)	DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)
- Educational/vocational/occupational qualifications and/or training - Specific qualifications (or equivalents)	Good general level of education (F) Level 3 in Business Administration or Information, Advice & Guidance or equivalent (F)	Level 4 in Careers Guidance (F)
- Work or other relevant experience	Experience of working in an Employment and Skills Environment (F)(I) Experience in engagement, with an ability to build relationships with individuals and collaborate with commissioned partners and providers (F)(I) Experience of administrating and maintaining CRM systems	

	and/or other management systems (F)(I) Experience of working within a project-based environment delivering outputs and outcomes to a defined budget and timescale (F)(I) Able to produce clear and concise written material of a standard appropriate for the audience (F)(I)	
- Skills, abilities, knowledge and competencies	Knowledge of employability support programmes available to help individuals in Hartlepool (F)(I) Ability to manage tasks, meet timelines, and contribute to team objectives with a high level of attention to assure programme quality (F)(I) Experience in data collection, performance monitoring, and translating data to improve effectiveness (F)(I) Ability to communicate information and advice to others and maintain relationships with individuals, partners and other key stakeholders (F)(I) Able to gather and present all the relevant information to support a decision. Seek solutions demonstrating high sense of responsibility, judgement and rationale (F)(I) Demonstrate a wide understanding of customer needs and able to manage their expectations as well as solve simple problems and identify alternative solutions (F)(I) Ability to use computerised systems with a high level of speed and accuracy (F) (I) Knowledge of safeguarding procedures (F) (I)	Significant knowledge of Supported Employment including Fidelity Assurance (F)(I) Knowledge of Individual Placement & Support or Supported Employment Quality Framework (F)(I)

- General competencies	Ability to demonstrate good written and verbal communication skills to a wide range of audiences (F)(I) Ability to work effectively, individually and as part of a team (F)(I) Able to use information technology appropriately including Microsoft Office online data bases and digital resources (F)(I) Ability to travel independently (F)	
ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)		

On-going Training Requirements

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

Mandatory/Essential Training	Frequency
• Working Safely • Fire Safety • Manual Handling or Manual Handling for Office Workers • The importance of Equality, Diversity, and Inclusion • Prevent Duty Training • Protect Training – ACT Awareness Training • Safeguarding Children • Safeguarding Adults • Information Governance	• Annually • Annually • Refresh every 3 years • Annually • Refresh every 3 years • Refresh every 3 years • Refresh every 3 years • Refresh every 2 years • Annually

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council's Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.

Date: September 2025